EXHIBIT 1

STATE OF ILLINOIS IN THE CIRCUIT COURT FOR THE TWENTIETH JUDICIAL CIRCUIT ST. CLAIR COUNTY, ILLINOIS

Plaintiff. Alice Best) Case No.: 2019 L 173
v.)
)
Defendant. Ciox Health, LLC)

ALIAS SUMMONS

To the defendant: Ciox Health, LLC. 925 North Point Pkwy, Alpharetta, GA 30005 c/o Corporation Service Co., 40 Technology Parkway South, Ste. 300, Norcross, GA 30092

YOU ARE SUMMONED and required to file an answer in this case or otherwise file your appearance in the office of the clerk of this court, # 10 Public Square, Belleville, Illinois, 62220, within 30 days after the date of this summons.

E-filing is now mandatory for documents in civil cases with limited exemptions. To e-file, you must first create an account with an e-filing service provider. Visit https://efile.illinoiscourts.gov/service-providers.htm to learn and to select a service provider. If you need additional help or have trouble e-filing, visit http://www.illinoiscourts.gov/FAQ/gethelp.asp.

Seal of Court

Name: Daniel R. Seidman

Address: 110 W. Main St., Ste. 110

City: Belleville

State & Zip: IL 62220

Phone: 618-235-7622

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(a) Individual defendants personal The officer or other person making s	ervice shall (a) identify as to sex, r		efendant with whom he left the summons of the day when the summons was left
z			
(B) individual defendants abode By leaving a copy and a copy of the	son of the contents of the summon son, other than the defendant, with	s. (The officer or other person ma whom he left the summons, and	
and also by sending a copy of the su defendant at his usual place of abode		ealed envelope with postage fully	prepaid, addressed to each individual
Name of Defendant	Mailing Address		Date of Mailing
(C) Corporation Defendants: By leaving a copy and a copy of the Name of Defendant	complaint with the registered agen Registered agent or offi		ant corporation, as follows: Date of Servic
(D) other service:			
		, Sheriff of	County
		By:(Deputy)	

Electronically Filed Kahalah A. Clay Circuit Clerk CARMEN GLENN 19L0173 St. Clair County 3/4/2019 9:47 AM 4133076

IN THE CIRCUIT COURT OF THE TWENTHIETH JUDICIAL CIRCUIT ST. CLAIR COUNTY, ILLINOIS

ALICE BEST, individually and on behalf of all others similarly situated,)		
Plaintiff,)	No.:	19L0173
v.))		
CIOX HEALTH, LLC)		
Defendant.)))		

COMPLAINT

NOW COMES the Plaintiff, ALICE BEST, by and through her attorneys, SEIDMAN MARGULIS & FAIRMAN, LLP, and for her Complaint against the Defendant, CIOX HEALTH, LLC, states the following:

I. NATURE OF THE ACTION

- 1. Plaintiff brings this action alleging that Defendant engaged in fraudulent and deceptive practices through its invoices for copies of medical records.
- 2. Plaintiff brings this action for violations of the Illinois Consumer Fraud and Deceptive Business Practices Act, 815 ILCS 505/1 et seq., common law fraud, and money had and received.

II. PARTIES

- 3. At all times relevant to this Complaint, Plaintiff, Alice Best, is and was a resident of East St. Louis, St. Clair County, Illinois.
- 4. Defendant, Ciox Health, LLC ("Ciox"), is a Georgia corporation doing business in St. Clair County, Illinois.

- 5. Ciox is a Release of Information ("ROI") provider, engaged in the business of processing and fulfilling requests made to medical providers for copies of private health information ("PHI") including medical records and bills.
- 6. Ciox is the largest ROI provider in the country for documents that include PHI including medical records and bills (hereinafter simply "records").
- 7. As the nation's largest ROI provider, the vast majority of hospitals in the United States manage ROI through Ciox.
- 8. As the nation's largest ROI provider, a substantial percentage of records requests in the United States, including Illinois, are fulfilled by Ciox.
- 9. Ciox employs more than 7500 people, including many of whom are employed onsite at its clients' facilities as ROI specialists.
- 10. Upon information and belief, Ciox employs ROI specialists in Illinois and/or St. Clair County, Illinois.

FACTS

- 11. Traditionally, requests for records were done pursuant to the Health Insurance Portability and Accountability Act ("HIPAA"), Pub. L. No. 104-191, 110 Stat. 1936 (1996).
- 12. *Inter alia*, HIPAA provides an avenue for individuals to request their records from medical providers.
- 13. Requests made under HIPAA's Privacy Rule were not limited in terms of the fees that ROI providers could charge.
- 14. The Health Information Technology for Clinical and Economic Health Act ("the HITECH Act"), 42 USC §§ 300jj et seq.; §§17901 et seq. was subsequently enacted and codified. 42 U.S.C. § 17291 et seq.

- 15. Unlike HIPAA requests, HITECH requests are subject to fee restrictions. Specifically, the fee for HITECH requests are \$6.50, only unless the ROI provider is able to calculate as well as supply the actual cost of labor in producing the records, or the average cost of labor in producing the records. *Id.*; HHS, *Guidance: Individuals' Right under HIPAA to Access Their Health Information* (May 25, 2016).
- 16. The \$6.50 fee for HITECH requests applies whether or not individuals direct that their records be sent to themselves or a third party. *Id.* at 16.
- 17. At all times relevant herein, records produced by Ciox pursuant to HITECH requests are, and have been, subject to the fee limitations of the HITECH Act.
- 18. At all times relevant herein, Ciox has been actually aware that records produced by Ciox pursuant to HITECH requests are subject to the fee limitations of the HITECH Act.
- 19. At all times relevant herein, upon information and belief, Ciox invoices did not supply the actual cost of labor in producing the records, or the average cost of labor in producing the records.
- 20. Because Ciox invoices do not supply actual or average costs of labor, Ciox actually knew that it could charge a fee of only \$6.50 for each HITECH request.
- 21. At all times relevant herein, upon information and belief, Ciox, as a routine, customary, and/or automatic process, sends invoices requesting payment that are over \$6.50, and therefore incorrect, and too high, which at all times has been actually known by Ciox.
- 22. When these incorrect invoices are disputed, it is Ciox's custom and practice to amend the invoices to charge only \$6.50, but Ciox knowingly and/or purposely sends the original invoices with incorrect, and too high, amounts.

- 23. Upon information and belief, Ciox mails incorrect invoices in a routine, customary, and/or automatic way.
- 24. Ciox's routine, customary, and/or automatic practice of sending knowingly incorrect invoices that it will reduce if disputed improperly shifts the burden to know proper charges under Federal law onto the individuals requesting their records.
- 25. Upon information and belief, Ciox mails the aforementioned incorrect, and too high, invoices in a routine, customary, and/or automatic way, with the knowledge and/or purpose of inducing individuals of overpaying Ciox.
- 26. Upon information and belief, Ciox, through its mailed invoices, knowingly and/or purposely, attempts to induce, and actual does induce, individuals to overpay Ciox for records requested pursuant to the HITECH Act.
 - 27. The individuals that Ciox induces to overpay include Illinois residents.
- 28. On or about September 24, 2018, Plaintiff, Alice Best, properly made a request pursuant to the HITECH Act to SSM Health for her records to be provided in electronic format to her attorney.
 - 29. SSM Health received this request on or about October 1, 2018.
- 30. On or about November 13, 2018, Ciox mailed Plaintiff's attorney records, along with an invoice for \$33.04.
- 31. Ciox's invoice of \$33.04 was itemized as follows: \$25.51 for "Basic Fee[,]" \$5.90 for per-page paper copying fee, and \$1.63 for shipping.
 - 32. The correct fee for these records was \$6.50.
- 33. At all relevant times, Ciox was actually aware that the correct fee for Plaintiff's records was \$6.50.

- 34. Ciox, through its agents, was actually aware that it's routine, customary, and/or automatic invoicing practices would induce Plaintiff to overpay by \$26.54.
- 35. Relying on Ciox's representations of the amount owed, Plaintiff overpayed Ciox by \$26.54.
 - 36. As a result of the above, Ciox induced Plaintiff to overpay.
- 37. Plaintiff, and upon information and belief other similarly situated individuals, relied on Defendant's computation of the amount due, and was damaged as a result.

III. CLASS ALLEGATIONS

- 38. Plaintiff brings this action on behalf of herself and all other similarly situated individuals and seeks certification of the following class:
 - (a) All persons who requested records pursuant to the HITECH Act (b) whose requests were processed by Ciox (c) and who were overcharged by Ciox for such requests.

Excluded from the Class are all persons who make a timely election to be excluded from the Class, Defendants and its subsidiaries and affiliates, and all others excluded by law.

- 39. Certification of Plaintiff's claims for class-wide treatment is appropriate because Plaintiff can prove the elements of her claim on a class-wide basis using the same evidence as would be used to prove those elements in individual actions alleging the same claims.
- 40. Numerosity 735 ILCS 5/2-801(1). The members of the Class are so numerous that individual joinder of all Class members in impracticable. As the nation's leading ROI provider, Ciox is responsible for a substantial percentage of the records requests pursuant to HITECH in Illinois, and in the country.

- 41. Class members may be notified of the pendency of this action by recognized, Court-approved notice dissemination methods, which may include U.S. mail, electronic mail, Internet postings, and/or published notice.
- 42. Commonality and Predominance 735 ILCS 5/2-801(2). This action involves common questions of law and fact, which predominate over any questions affecting individual members of the Class, including, without limitations:
 - a. Whether Defendant's actions in overcharging for records sent in response to requests pursuant to the HITECH Act constituted deception, fraud, false pretense, false promise, misrepresentation, and/or the concealment, suppression, or omission of a material fact.
 - b. Whether Defendant intended that overcharged individuals rely on
 Defendant's deception, fraud, false pretense, false promise,
 misrepresentation, and/or the concealment, suppression, or omission of a material fact.
 - Whether Defendant knew and/or recklessly disregarded the correct fees for records requests.
 - d. Whether Plaintiff and the Class are entitled to compensatory damages.
- 43. Adequacy of Representation 735 ILCS 5/2-801(3). Plaintiff is an adequate representative of the Class because her interests do not conflict with the interests of the members of the Class she seeks to represent; she has retained counsel competent and experienced in class action litigation; and Plaintiff intends to prosecute this action vigorously. The interests of the Class will be fairly and adequately protected by Plaintiff and her counsel.

44. Superiority – 735 ILCS 5/2-801(4). A class action is superior to any other available means for the fair and efficient adjudication of this controversy, and no unusual difficulties are likely to be encountered in the management of this class action. The damages or other financial detriment suffered by Plaintiff and members of the Class are relatively small compared to the burden and expense that would be required to individually litigate their claims against Defendants, often one to three cents, so it would be impracticable for members of the Class to individually seek redress for Defendants' wrongful conduct. Even if members of the Class could afford individual litigation, the burden on the Court would be high. Individualized litigation creates a potential for inconsistent or contradictory judgments, and increases the delay and expense to all parties and the court system. By contrast, the class action devise presents far fewer management difficulties, and provides the benefits of single adjudication, economy of scale, and comprehensive supervision by a single court.

IV. COUNTS FOR DAMAGES

a. Count One – Illinois Consumer Fraud Act

- 45. Plaintiff repeats and re-alleges paragraphs 1 through 44 as if fully set forth herein.
- 46. Defendants' actions overcharging individuals, such as Plaintiff, for records requests made pursuant to the HITECH Act, constituted deception, fraud, false pretense, false promise, misrepresentation, and/or the concealment, suppression, or omission of a material fact.
- 47. Defendants' performed the foregoing actions overcharging individuals, with the intent that others rely upon their deception, fraud, false pretense, false promise, misrepresentation, and/or the concealment, suppression, or omission of a material fact.
- 48. The foregoing actions occurred in the course of conduct involving trade and/or commerce.

- 49. Plaintiff and members of the Class sustained actual damages proximately caused by the foregoing actions constituting deception, fraud, false pretense, false promise, misrepresentation, and/or the concealment, suppression, or omission of a material fact.
- 50. In overcharging Plaintiff and members of the Class, Defendants engaged in unfair and deceptive acts and practices, in violation of the Illinois Consumer Fraud and Deceptive Business Practices Act, 815 ILCS 505/2.

WHEREFORE, Plaintiff prays that the Court enter judgement in favor of Plaintiff and the class, and against Defendant, in excess of \$50,000, for:

- a. Compensatory damages;
- Punitive damages equal to at least 1% of the annual revenue of each of
 Defendants' Cook County stores during each year the violations occurred;
- c. An injunction against further overcharges;
- d. Attorney's fees, litigation expenses and costs of suit;
- e. Such other or further relief as the Court deems proper.

b. Count Two - Common Law Fraud

- 51. Plaintiff repeats and re-alleges paragraphs 1 through 50 as if fully set forth herein.
- 52. Defendants misrepresented the amount charges due for records produced pursuant to the HITECH Act, to Plaintiff and members of the Class.
- 53. Plaintiff and other individuals relied on the misrepresentation by overpaying for records requested pursuant to the HITECH Act.
- 54. Defendant knew or recklessly disregarded the correct fee under the HITECH Act.

 WHEREFORE, Plaintiff prays that the Court enter judgement in favor of Plaintiff and the class, and against Defendants, in excess of \$50,000, for:

- a. Compensatory damages;
- Punitive damages equal to at least 1% of the annual revenue of each of
 Defendants' Cook County stores during each year the violations occurred;
- c. Costs of suit;
- d. Such other or further relief as the Court deems proper.

c. Count Three - Money Had and Received

- 55. Plaintiff repeats and re-alleges paragraphs 1 through 54 as if fully set forth herein.
- 56. Defendant unjustly enriched itself, such it is obligated in good conscience to make restitution, by overcharging Plaintiff and other individuals for records.

WHEREFORE, Plaintiff prays that the Court enter judgement in favor of Plaintiff and the class, and against Defendants, in excess of \$50,000, for:

- a. Compensatory damages;
- b. Costs of suit;
- c. Such other or further relief as the Court deems proper.

JURY DEMAND

Plaintiff hereby demands jury trial in this matter.

Respectfully submitted,

ALICE BEST, individually and on behalf of all others similarly situated

One of Plaintiff's attorneys

Daniel R. Seidman SEIDMAN MARGULIS & FAIRMAN, LLP 20 S. Clark St., Ste. 700 Chicago, IL 60603 (312) 781-1977 f: (224) 603-8345 dseidman@seidmanlaw.net ID: 6308142

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IN THE CIRCUIT COURT OF THE TWENTHIETH JUDICIAL CIRCUIT ST. CLAIR COUNTY, ILLINOIS

ALICE BEST, individually and on behalf of all others similarly situated,)		
Plaintiff,)))	No.: 19L01	
v.)	110	
CIOX HEALTH, LLC)		
Defendant.)		

AFFIDAVIT PURSUANT TO SUPREME COURT RULE 222(b)

The undersigned, an attorney for Plaintiff, reasonably believes and hereby certifies that the damages for which Plaintiff prays for in her Complaint exceed \$50,000.00.

Respectfully submitted,

SEIDMAN MARGULIS & FAIRMAN, LLP

Attorney for Plaintiff

Daniel R. Seidman SEIDMAN MARGULIS & FAIRMAN, LLP 20 S. Clark St., Ste. 700 Chicago, IL 60603 (312) 781-1977 f: (224) 603-8345 dseidman@seidmanlaw.net

ID: 6308142

- Case 3:19-cv-00698-SMY-RJD Document 1-1 Filed 06/27/19 Page 15 of 16 Page ID #23

CIVIL ACTION NO. 2019 L 173	[] MAGISTRATE [] STATE [] SUPERIOR - COURT
DATE FILED March 4, 2019	GWINNETT COUNTY, GEORGIA
ATTORNEY OR PLAINTIFF(s), ADDRESS & TELEPHONE NUMBER	
Daniel R. Seidman	PLAINTIFF(S)
110 West Main Street, Suite 110	VS.
Belleville, Illinois 62220	
(618) 235-7622	DEFENDANT(S)
NAME, ADDRESS & TELEPHONE # OF PARTY TO BE SERVED CT Corporation Service Company	
40 Technology Parkway South, Site 300	GARNISHEE
Noccess, Crusgia 30092	Other attached documents to be served:Alias_Summas
	and Complaint / 222(b) Affidirit
	una complaint / 2006) Attidait
SHERIFF'S EN HAVE THIS DAY SERVED THE WITHIN ACTION AND SUMMONS AS FOL	ITRY OF SERVICE
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[] NOTORIOUS Upon defendant	
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Case 3:19-cv-00698-SMY-RJD_Document 1-1 Filed 06/27/19 Page 16 of 16 Page ID #24 JS 44-Modified by ILSD 4/2019 CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SER INSTRUCTIONS ON NEXT PAGE OF THIS FORM.)

purpose of initiating the civil c	locket sneet. (SEE INSTRU-	CITONS ON NEXT PAGE ()F THIS FO	DRM.)			
I. (a) PLAINTIFFS Alice Best				DEFENDANTS CIOX Health, LLC			
(b) County of Residence of First Listed Plaintiff St. Clair County (EXCEPT IN U.S. PLAINTIFF CASES)				County of Residence of First Listed Defendant (IN U.S. PLAINTIFF CASES ONLY) NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE TRACT OF LAND INVOLVED.			
(c) Attorneys (Firm Name,	Address, and Telephone Numb	er)		Attorneys (If Known)			
Daniel R. Seidman, Seid Suite 700, Chicago, IL 60		nan, LLP, 20 S. Clar	k St.,			ave Leighton Paisner LLP, MO 63102; (314) 259-2000	
II. BASIS OF JURISD	ICTION (Place an "X" in 0	One Box Only)		TIZENSHIP OF P (For Diversity Cases Only)	RINCIPAL PARTIES	(Place an "X" in One Box for Plaintiff and One Box for Defendant)	
U.S. Government Plaintiff	☐ 3 Federal Question (U.S. Government	Not a Party)	İ	P	TF DEF (PTF DEF Principal Place	
2 U.S. Government Defendant	3 4 Diversity (Indicate Citizens)	hip of Parties in Item III)	Citize	en of Another State	2	Principal Place	
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IV. NATURE OF SUIT		nly) DRTS	1 20		Click here for: Nature BANKRUPTCY	of Suit Code Descriptions.	
☐ 110 Insurance ☐ 120 Marine	PERSONAL INJURY ☐ 310 Airplane	PERSONAL INJUR 365 Personal Injury -	Y 🛭 62	5 Drug Related Seizure of Property 21 USC 881	☐ 422 Appeal 28 USC 158 ☐ 423 Withdrawal	OTHER STATUTES ☐ 375 False Claims Act ☐ 376 Qui Tam (31 USC	
☐ 130 Miller Act ☐ 140 Negotiable Instrument	☐ 315 Airplane Product Liability	Product Liability 367 Health Care/	69	0 Other	28 USC 157	3729(a)) 3729(a)) 400 State Reapportionment	
 150 Recovery of Overpayment & Enforcement of Judgment 151 Medicare Act 	☐ 320 Assault, Libel & Slander ☐ 330 Federal Employers'	Pharmaceutical Personal Injury Product Liability			PROPERTY RIGHTS ☐ 820 Copyrights ☐ 830 Patent	☐ 410 Antitrust☐ 430 Banks and Banking☐ 450 Commerce	
☐ 152 Recovery of Defaulted	Liability	368 Asbestos Personal			☐ 835 Patent - Abbreviated	☐ 460 Deportation	
Student Loans (Excludes Veterans)	☐ 340 Marine ☐ 345 Marine Product	Injury Product Liability			New Drug Application ☐ 840 Trademark	☐ 470 Racketeer Influenced and	
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☐ 160 Stockholders' Suits ☐ 190 Other Contract	355 Motor Vehicle Product Liability	☐ 371 Truth in Lending ☐ 380 Other Personal	□ 72	Act 0 Labor/Management	☐ 862 Black Lung (923) ☐ 863 DIWC/DIWW (405(g))	Protection Act 490 Cable/Sat TV	
☐ 195 Contract Product Liability	☐ 360 Other Personal	Property Damage		Relations	☐ 864 SSID Title XVI	☐ 850 Securities/Commodities/	
☐ 196 Franchise	Injury 362 Personal Injury -	☐ 385 Property Damage Product Liability		0 Railway Labor Act I Family and Medical	□ 865 RSI (405(g))	Exchange 890 Other Statutory Actions	
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220 Foreclosure	☐ 441 Voting	☐ 463 Alien Detainee		Income Security Act	or Defendant)	Act	
230 Rent Lease & Ejectment240 Torts to Land	442 Employment	510 Motions to Vacate			☐ 871 IRS—Third Party	☐ 896 Arbitration	
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VI. CAUSE OF ACTIO	Brief description of ca	nuse: tion regarding allege	ed overc	harges for medical r	records under HIPAA ar	nd HITECH Act	
VII. ADDITIONAL INFORMATION:	CHECK IF THIS UNDER RULE 2	IS A CLASS ACTION 3, F.R.Cv.P.		EMAND \$ 50,000.00	Is a jury demanded JURY DEMAND	1 11 1	
VIII. RELATED CASE			`		JUNI DEMAND		
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